

The Social Services Department is seeking an Extra Help Public Authority Specialist (full description below). This temporary part-time position is limited to no more than 25 hours per week and no more than 900 hours per year. Incumbents are paid only for hours worked, and are only entitled to legally mandated benefits, which does not include paid vacation or holidays. Extra help employees do not have status with the County.

Work location is with the Department of Social Services, Adult Services, Lower Lake.

Salary: \$16.71

PUBLIC AUTHORITY SPECIALIST

DEFINITION

Under general supervision, to perform day-to-day Public Authority (PA) activities including screening and referral of providers from the PA registry; to provide clerical and program support for the functions, operations, and services of the PA program; to investigate and resolve recipient and/or provider's complaints regarding PA operations; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification dedicated exclusively to PA functions and operations in accordance with the IHSS Public Authority Interagency Agreement with Lake County.

REPORTS TO

Public Authority Coordinator

CLASSIFICATIONS SUPERVISED *(Subject to change based on allocated positions and/or assignment.)*

This is not a supervisory classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Performs a variety of office and administrative support assignments for Public Authority programs and services; screens providers and maintains the PA registry; refers clients for services, matching recipients and providers; investigates and resolves recipient and/or provider complaints regarding PA operations and services; serves as a liaison with IHSS staff on issues of mutual concern; conducts routine contacts with recipients to monitor and evaluate registry provider performance; gathers, assembles, organizes, and tabulates program data and information; serves as an office receptionist greeting office visitors and answering the telephone, providing PA program information and making referrals; maintains and updates records and information retrieval systems; composes and types/wordprocesses correspondence and reports; attends meetings, taking notes and preparing minutes; may work on special reports, projects, and publications; may update and maintain computerized records and generate reports; may use spreadsheets and other special computer software; operates office equipment; represents PA operations and services with County staff, the public, community organizations, and other government agencies.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with staff, other public agencies and the public; work may involve travel; work may involve dealing with stressful situations.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- IHSS rules and regulations.
- Interviewing techniques.
- Good public relations techniques.
- Maintenance of files and information retrieval systems.
- Computers and software used in office and administrative support work.
- Modern office methods and procedures.
- Correct English usage, spelling, grammar, and punctuation.
- Basic mathematics.

Ability to:

- Perform a variety of administrative, office, and general support work with minimal guidance and supervision.
- Read, interpret, and apply policies, procedures, and regulations applicable to Public Authority operations and services.
- Handle difficult, confused or angry contacts.
- Read, understand and follow oral and written directions.
- Interpret and explain complex rules, regulations and procedures to recipients and providers.
- Type or use word processing software at an acceptable speed to meet production requirements.
- Gather and organize data and information.
- Maintain, update, and prepare records and reports.
- Operate a computer and use department software in the performance of assigned work.
- Operate and use office equipment.
- Communicate effectively orally and in writing.
- Deal tactfully and courteously with the public and other staff when explaining the functions and policies of the work area where assigned.
- Effectively represent the PA's policies, programs, and services with the public, community organizations, County staff, and other government agencies.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

Training and Experience:

Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Two (2) years of experience performing general office support duties in a public or private social services agency, including one (1) year at a journey level.

Special Requirements:

Possession of, or ability to obtain, an appropriate valid California Driver's license.

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guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a "meet and confer" process and are subject to the Memorandum of Understanding currently in effect.